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- 2 A. Facilitate the purchase and sale of qualified health plans;
- 3 B. Assist qualified individuals in this State with enrollment in qualified health plans;
- 4 C. Assist qualified employers in this State in facilitating the enrollment of their employees
- 5 in qualified health plans;
- 6 D. Maintain an accessible Internet website through which enrollees and prospective
- 7 enrollees of qualified health plans, Medicaid, or North Carolina Health Choice may:
- 8 (1) Obtain standardized comparative information on the aforementioned plans and
- 9 programs, as appropriate;
- 10 (2) Enter and submit information sufficient for facilitating eligibility determinations for
- 11 Medicaid and North Carolina Health Choice, and premium tax credit and cost-sharing
- 12 reduction determinations; and
- 13 (3) Enter and submit information sufficient for facilitating enrollment of individuals in
- 14 the plans or programs appropriate to their particular circumstances or selections.
- 15 E. Establish and make available by electronic means a calculator to determine the actual
- 16 cost of coverage after application of any premium tax credit under section 36B of the
- 17 Internal Revenue Code of 1986 and any cost-sharing reduction under section 1402 of the
- 18 Federal Act;
- 19 F. Award grants to Navigators, trained and certified by the North Carolina Department of
- 20 Insurance Consumer Assistance Program, to:
- 21 (1) Conduct public education activities to raise awareness of the availability of qualified
- 22 health plans;
- 23 (2) Distribute fair and impartial information concerning enrollment in qualified health
- 24 plans, and the availability of premium tax credits under section 36B of the Internal
- 25 Revenue Code of 1986 and cost-sharing reductions under section 1402 of the Federal
- 26 Act;
- 27 (3) Facilitate enrollment in qualified health plans;
- 28 (4) Provide referrals to any applicable office of health insurance consumer assistance or
- 29 health insurance ombudsman established under section 2793 of the PHSA, or any
- 30 other appropriate State agency or agencies, for any enrollee with a grievance,
- 31 complaint or question regarding their health benefit plan, coverage or a determination
- 32 under that plan or coverage; and
- 33 (5) Provide information in a manner that is accessible, as well as culturally and
- 34 linguistically appropriate to the needs of the population being served by the
- 35 Exchange.
- 36 G. Provide for the operation of a toll-free telephone hotline to respond to requests for
- 37 assistance in a manner that is accessible to individuals with different communication
- 38 needs and that effectively communicates information in a manner that is culturally and
- 39 linguistically appropriate to the needs of the population being served by the Exchange;
- 40 and ensure that all Exchange employees interacting with the general public be trained and
- 41 certified as Navigators.
- 42 H. Allow properly licensed agents and brokers to:
- 43 (1) Enroll individuals and employers in any qualified health plans in the individual or
- 44 small group market as soon as the plan is offered through the Exchange; and
- 45 (2) Assist individuals in applying for premium tax credits and cost-sharing reductions for
- 46 plans sold through the Exchange.